

DIVISION OF STUDENT SUCCESS
ASSESSMENT PLAN
2009-2012

UNIT	2009-2010	2010-2011	2011-2012
Campus Center	<ul style="list-style-type: none"> • ACUI/NASPA Benchmark (spring '10) • Meeting/Event Satisfaction/Needs Survey (fall '09) 	<ul style="list-style-type: none"> • Meeting/Event Satisfaction/Needs Survey (fall '10) 	<ul style="list-style-type: none"> • Meeting/Event Satisfaction/Needs Survey (fall '11)
Career Services	<ul style="list-style-type: none"> • Career Counselor Evaluation (proposed, fall '09 and spring '10) • Career Services – Assessment of Services – Focus Groups (fall '09) • Student demographic data collection – “who are we serving?” (fall '09 & spring '10) • Satisfaction with Services (walk-ins) (fall '09 & spring '10) • Program Evaluations (2-3 programs per semester) (fall '09 & spring '10) • Survey of December '08 graduates (summer) • Survey of May '09 graduates (spring) • NACE/NASPA Consortium Benchmark Study (spring '09) • Job Expo Evaluation (spring '10) 	<ul style="list-style-type: none"> • Career Services – Assessment of Soon-to-be-Grads – Focus Groups (spring '11) • Student demographic data collection – “who are we serving?” (fall '10 & spring '11) • Satisfaction with Services (walk-ins) (fall '10 & spring '11) • Program Evaluations (2-3 programs per semester) (fall '10 & spring '11) • Survey of December '08 graduates (summer) • Survey of May '09 graduates (spring) • Job Expo Evaluation (spring '11) 	<ul style="list-style-type: none"> • Student demographic data collection – “who are we serving?” (fall '11 & spring '12) • Satisfaction with Services (walk-ins) (fall '11 & spring '12) • Program Evaluations (2-3 programs per semester) (fall '11 & spring '12) • Survey of December '08 graduates (summer) • Survey of May '09 graduates (spring) • Job Expo Evaluation (spring '12)
Conflict Resolution	<ul style="list-style-type: none"> • “Civility Study” - point of contact surveys (fall '09) • Satisfaction of services (referred and referring parties) (fall '09 & spring '10) • “Civility Study” – focus group meetings (4 – 6 focus groups) (spring '10) 	<ul style="list-style-type: none"> • Survey of Hearing Boards and Officers (fall '09) • Satisfaction of services (referred and referring parties) (fall '09 & spring '10) • “Civility Study” campus survey (spring '11) 	<ul style="list-style-type: none"> • “Civility Study” – point of contact surveys (fall '11) • Satisfaction of services (referred and referring parties) (fall '09 & spring '10)
Counseling Center	<ul style="list-style-type: none"> • UAlbany Student Health Survey (undergraduate student stratified random sample; in-class administration) (spring '10) • Psychotherapy Outcome Assessment and Monitoring System (periodic – fall & spring) 	<ul style="list-style-type: none"> • UAlbany Student Health Survey (undergraduate student stratified random sample; in-class administration) (spring '11) • Psychotherapy Outcome Assessment and Monitoring System (periodic – fall & spring) 	<ul style="list-style-type: none"> • National College Health Assessment, American College health Association (graduate and undergraduate student stratified random sample; in-class administration) (spring '12) • Psychotherapy Outcome Assessment and Monitoring System (periodic – fall & spring)
Disability Resource Center	<ul style="list-style-type: none"> • Student User Satisfaction Survey (fall '09) • Faculty/Staff Survey (fall '09) • Program evaluations (fall '09 & spring '10) 	<ul style="list-style-type: none"> • NEW Student User Satisfaction Survey (spring '11) • Program evaluations (fall '09 & spring '10) 	<ul style="list-style-type: none"> • NEW Student User Satisfaction Survey (spring '12) • Program evaluations (fall '09 & spring '10)
Health Center	<ul style="list-style-type: none"> • Monthly patient satisfaction survey (fall '09 & spring '10) • Point of contact user survey (fall '09) • User satisfaction focus group meeting(s) (spring '10) 	<ul style="list-style-type: none"> • Monthly patient satisfaction survey (fall '10 & spring '11) • Point of contact user survey (fall '10) • User satisfaction focus group meeting(s) (spring '11) 	<ul style="list-style-type: none"> • Monthly patient satisfaction survey (fall '11 & spring '12) • User satisfaction focus group meeting(s) (spring '12) • ACHA Benchmarking Survey (spring '12)

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Multicultural Student Success	<ul style="list-style-type: none"> • MSAC Retreat – Pre and Post Test (fall '09) • ALANA Student satisfaction survey (spring '10) • Educational Program Evaluation (fall '09 & spring '10) – 6 – 12 programs evaluated • Multicultural Resource Center user evaluation (spring '10) • CAS Self-Study (summer '10) 	<ul style="list-style-type: none"> • MSAC Retreat – Pre and Post Test (fall '10) • Educational Program Evaluation (fall '10 & spring '11) – 6 – 12 programs evaluated • Multicultural Resource Center user evaluation (spring '11) • MLK Luncheon Evaluation (spring '11) 	<ul style="list-style-type: none"> • MSAC Retreat – Pre and Post Test (fall '11) • Educational Program Evaluation (fall '11 & spring '12) – 6 – 12 programs evaluated • Multicultural Resource Center user evaluation (spring '12) • Spellman Awards Evaluation (spring '12)
Orientation	<ul style="list-style-type: none"> • Planning Conference freshman student evaluations (summer/fall/spring) • Planning Conference parent evaluations (summer/fall/spring) • Planning Conference transfer student evaluations (summer/fall/spring) 	<ul style="list-style-type: none"> • Planning Conference freshman student evaluations (summer/fall/spring) • Planning Conference parent evaluations (summer/fall/spring) • Planning Conference transfer student evaluations (summer/fall/spring) • NODA/NASPA Student Voice Orientation Benchmarking Survey (fall) 	<ul style="list-style-type: none"> • Planning Conference freshman student evaluations (summer/fall/spring) • Planning Conference parent evaluations (summer/fall/spring) • Planning Conference transfer student evaluations (summer/fall/spring)
Personal Safety	<ul style="list-style-type: none"> • Survey of off-campus students (spring '10) • Survey of “Long-Term Neighbors” (spring '10) • Commuter student focus group (fall '09/spring '10) • Review summary of APD crime reports involving our students ▪ Review summary of APD arrest reports involving our students ▪ Review summary of off campus hotline calls every semester ▪ Review academic year summary of number and scope of my community outreach and engagement initiatives 	<ul style="list-style-type: none"> • Survey of off-campus students (spring '11) ▪ Review summary of APD crime reports involving our students ▪ Review summary of APD arrest reports involving our students ▪ Review summary of off campus hotline calls every semester ▪ Review academic year summary of number and scope of my community outreach and engagement initiatives 	<ul style="list-style-type: none"> ▪ Survey of off-campus students (spring '12) ▪ Survey of “Long-Term Neighbors” (spring '12) ▪ Commuter student focus group (fall '09/spring '10) ▪ Review summary of APD crime reports involving our students ▪ Review summary of APD arrest reports involving our students ▪ Review summary of off campus hotline calls every semester ▪ Review academic year summary of number and scope of my community outreach and engagement initiatives
Parent Program	<ul style="list-style-type: none"> • Parent Program Satisfaction/ Needs Survey (fall '09) 	<ul style="list-style-type: none"> • NASPA Benchmark 	<ul style="list-style-type: none"> • Parents Program Satisfaction/ Needs Survey (fall '11)
Residential Life	<ul style="list-style-type: none"> • Student Satisfaction “focus groups” (fall '09 & spring '10) • Learning Outcomes Evaluation (spring '10) 	<ul style="list-style-type: none"> • ACUHO-I Residence Hall & Apartment Assessment (fall) 	<ul style="list-style-type: none"> • Resident Assistant Satisfaction Survey (spring '12) • Learning Outcomes Evaluation (spring '12)
Student Involvement	<ul style="list-style-type: none"> • Fraternity and sorority survey – Greek 101 (fall '09/spring '10) • MyInvolvement.org evaluation (spring '10) • Enews Evaluation (fall '09) • SA Leaders – training survey (summer '10) 	<ul style="list-style-type: none"> • Danes After Dark Point of Contact (fall '10/spring '11) • Fraternity and sorority survey – Greek 101 (fall '10/spring '11) • MyInvolvement.org evaluation (spring '11) 	<ul style="list-style-type: none"> • Fraternity and sorority survey – Greek 101 (fall '11/spring '12) • Survey of Student Leaders (Fall '11) • SA Leaders – training survey (Summer '12) • MyInvolvement.org evaluation (spring '12)

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	<ul style="list-style-type: none"> • Office efficiency (pre-test/post-test) (fall '09/spring '10) • Fountain Day Evaluation (to attendees) (spring '10) 	<ul style="list-style-type: none"> • Enews Evaluation (fall '10) • SA Leaders – training survey (summer '10) • Office efficiency (pre-test/post-test) (fall '09/spring '10) • Fountain Day Evaluation (to attendees) (spring '11) 	<ul style="list-style-type: none"> • Enews Evaluation (fall '11) • Fountain Day Evaluation (to attendees) (spring '12)
University Police	<ul style="list-style-type: none"> • Student focus groups (students) on campus safety • Analyze crime trends (spring/fall) 	<ul style="list-style-type: none"> • Short survey of campus community – safety (spring '11) • Analyze crime trends (spring/fall) 	<ul style="list-style-type: none"> • Student Voice/NASPA Consortium- Campus Safety Survey • Analyze crime trends (spring/fall)
Vice President, Office of	<ul style="list-style-type: none"> • Profile of Today's College Student (freshman thru seniors) • Great Dane Beginnings Evaluation – freshman/transfers (fall '09) • Student Handbook Evaluation (fall '09) to Class of 2012 	<ul style="list-style-type: none"> • Great Dane Beginnings Evaluation – freshman/transfers (fall '09) • Student Handbook Evaluation (fall '10) to ALL CLASSES 	<ul style="list-style-type: none"> • Great Dane Beginnings Evaluation – freshman/transfers (fall '09)